<u>HPM Connect APP Account Deletion Procedure</u>

Name of the Application (APP): HPM Connect

Developer name: Legrand Australia Pty Ltd

To protect the user's privacy rights, we provide a 'delete account' function in the app. The user can delete their account by following these steps:

App > Me > Settings > Account and Security > Delete account

- **Registered Account Data**: including email address, phone number, username, login credentials, nickname, country code, language preference or time zone information into account.
- **Feedback**: including email address, mobile phone number and feedback content.
- **Mobile Device Information**: including mobile device model number, IP address, wireless connection information, the type and version of the operating system, application version number, push notification identifier, log files, mobile network information, software version number, the operating environment or to provide services, as well as information about the installed mobile applications and other software you use.
- **Usage Data**: usage data relating to visits, clicks, downloads, messages sent/received, and other usage of our websites and Services.
- **Basic Information of Smart Devices**: including device name, device ID, online status, activation time, firmware version, and upgrade information.
- **Information collected during the process of connecting to a Smart Device**: Based on the type of Smart Device you need to connect, whether the Smart Device is connected via Wi-Fi, after establishing a local connection via Bluetooth or Zig-bee, we will collect the Mac address of the smart device.

We retain the following information when a user deletes their account. However, we ensure that it is not associated with the user's identity, and perform automatic deletion regularly according to the data retention mechanism, which includes the following categories:

- **User Feedback**: if there are pictures or videos submitted by the user, and a problem log is submitted, we keep it for further analysis of the problem and find the best solution. When the user deletes their account, we retain their information for a period of three years post-deletion.
- **Log Information**: including IP address, language preference settings, operating system version, and date or time of access, so that we can facilitate and accurately identify problems and help users solve them promptly, log information is removed after seven days.
- **Information Reported by Smart Devices**: for instance, the switching patterns of downlights. This type of data will be removed within 30 days of the account being deleted.